

Service Management





Do your customers demand faster service call resolution?
Too busy handling calls to maximise profitability?

PRONTO-Xi Service Management™ enhances your capacity to deliver superior field service with unparalleled efficiency, while intelligent priority management and 360 degree call visibility provide exceptional customer satisfaction and cost control.



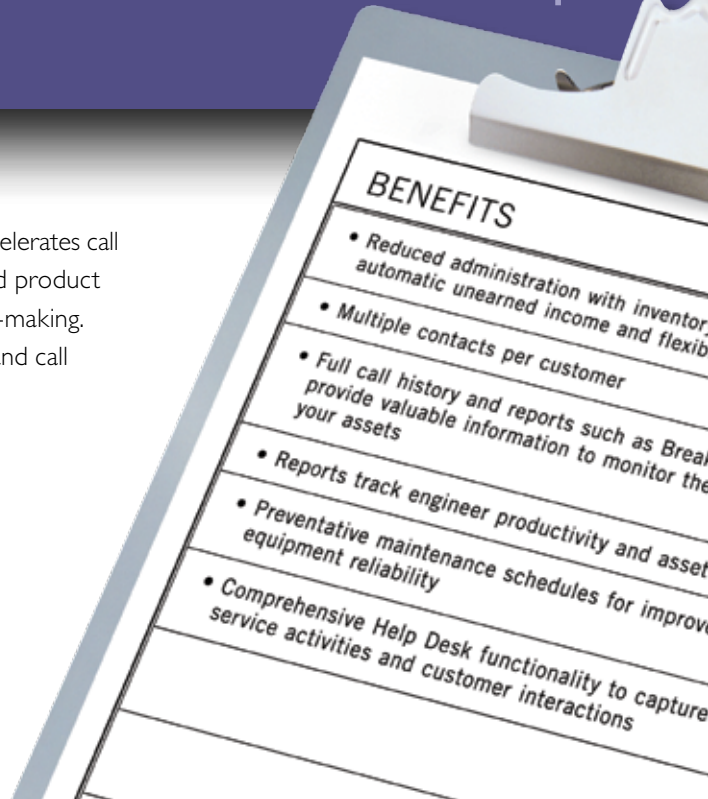
*“With PRONTO-Xi, Trilogy has been able to
its service operation over a short period of time
while keeping administration and expenses*

Tony Lovett, Group IT

Hastie Group

A flexible and easy to use solution, PRONTO-Xi Service Management accelerates call resolution and simplifies contract management. With customer calls and product history at your fingertips, you are set for informed and timely decision-making. Fast Call Entry™ and mobile technologies further optimise your on-site and call centre resources, improving overall efficiency.

... so easy to work with™





Fast Call Despatch

PRONTO-Xi Service Scheduler is a Windows-based drag and drop application which simplifies and accelerates the call allocation to your engineers. With complete visibility of your unallocated calls and engineer activity, the Scheduler allows for a rapid response to variations in open jobs while maintaining service levels and productivity.

Service Scheduler's intuitive user interface reduces training requirements. Because it is fully integrated with PRONTO-Xi Service Management, you are a click away from complete call details and status.

Prevention Over Cure

Optimised queue management and automated call escalation with timely alerts ensure you meet contractual obligations, reduce legal risks and maintain customer satisfaction.

PRONTO-Xi Service Management provides a complete history of calls, repairs and meter readings. Preventative Maintenance schedules reduce the number of breakdowns for lower operational costs.

expand
me,
to a minimum.”

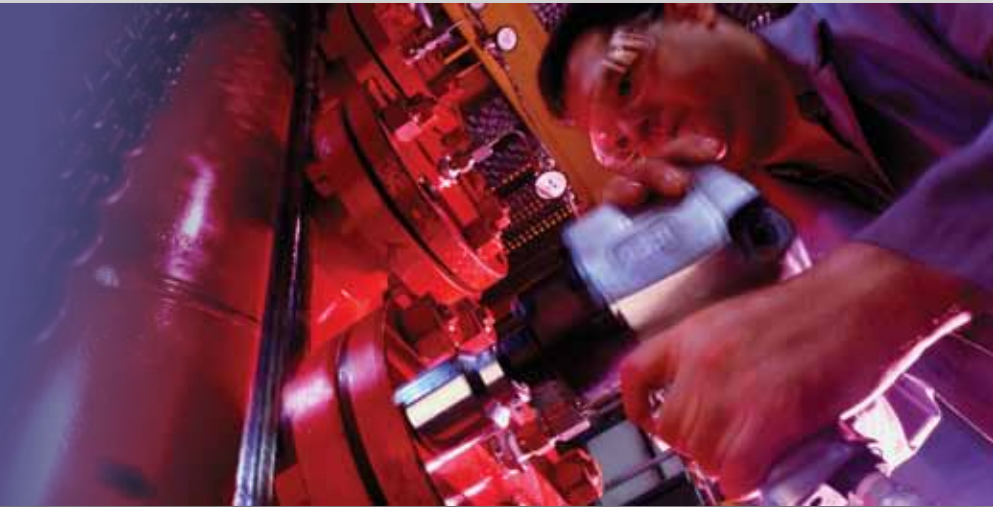
Manager, Hastie Group Pty Ltd



Flexible Workflow

PRONTO-Xi Service Management provides an easy and flexible framework to map your Service Level Agreements to your customers' requirements. Whether you run a fleet of vans carrying parts, on-site engineers, or a pool of technicians with various skill sets, you have the tools to exceed customer expectations while increasing the profitability of your operation.

Calls requiring multiple interventions or varied skill sets are fully tracked and managed to ensure rapid completion. Calls can be entered and prioritised by customers over the Internet and real-time information keeps your customers informed of their call status 24/7.





Pronto® Software is an international provider of fully integrated Enterprise Management Systems. With more than 30 years of experience, Pronto Software enables over 1,200 customers worldwide to maximise productivity, streamline their supply chains and deliver superior customer service.

With a deserved reputation industry-wide of being easy to work with, Pronto's solutions offer flexible and scalable performance and a strong base from which to achieve an accelerated return on investment.

Pronto's fully integrated solutions deliver: Financials, Supply Chain, Project Costing, e-Business, Retail, Service Management, CRM, Manufacturing, Facilities Management and Business Intelligence.

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PRONTO-Xi Service
Management Overview r3.02
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